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AMENDMENTS TO THE CLAIMS

1.   (previously presented) A distributed method of performing network monitoring, comprising:

obtaining, by an infrastructure management appliance, customer specific information for establishing a secure virtual connection with a remote data center, said customer specific information being obtained from said remote data center via a first communication interface to said infrastructure management appliance,

wherein said remote data center is connected to a public network,

wherein said infrastructure management appliance is connected to a customer network via a second communication interface to said infrastructure management appliance, and

wherein said infrastructure management appliance is connectable to said public network via said second communication interface and said customer network;

establishing, responsive to said customer specific information obtained via said first communication interface, said secure virtual connection with said remote data center by said infrastructure management appliance,

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wherein said secure virtual connection with the remote data center is established over said public network via said second communication interface to said infrastructure management appliance;

monitoring, by said infrastructure management appliance, at least one customer resource, the customer resource being connected to the customer network, wherein the monitoring step includes monitoring the customer resource over the customer network; and

transmitting information obtained through said monitoring of said customer resource to said remote data center via said secure virtual connection.

2.   (original) The method of claim 1, wherein said establishing said secure virtual connection with said remote data center comprises establishing a virtual private network with said remote data center.

3.   (canceled)

4.   (canceled)

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5.   (previously presented) The method of claim 1, wherein said
monitoring of said at least one customer resource is performed
over said second interface to said infrastructure management
appliance.

6.   (previously presented) The method of claim 1, wherein said
obtaining of said customer specific information over said first
interface to said infrastructure management appliance comprises
obtaining said customer specific information through dial up
access over a serial line to said data center.

7.   (previously presented) The method of claim 1, wherein said
obtaining of said customer specific information further comprises
obtaining an network address of said infrastructure management
appliance from said remote data center.

8.   (original) The method of claim 7, wherein said obtaining of
said network address of said infrastructure management appliance
comprising obtaining an Internet Protocol (IP) address from said
remote data center.

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9.   (previously presented) The method of claim 1, wherein said monitoring of said at least one customer resource comprises periodically polling of a server system to determine whether said server system is in an operational state.

10.   (previously presented) The method of claim 1, wherein said monitoring of said at least one customer resource comprises generating a synthetic transaction with respect to at least one customer application, and storing a result obtained from said customer application in response to said synthetic transaction.

11.   (previously presented) The method of claim 1, further comprising:

discovering at least one customer operational environment attribute; and

configuring said first interface to said infrastructure management appliance in response to said at least one customer operational environment attribute.

12.   (original) The method of claim 11, wherein said at least one customer operational environment comprises a dial-out prefix.

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13. (previously presented) An infrastructure management appliance, comprising:

a first communication interface;

a second communication interface;

at least one processor;

at least one memory, said memory operable to store program code executable on said at least one processor, wherein said program code includes:

program code for obtaining customer specific information for establishing a secure virtual connection with a remote data center, said customer specific information being obtained from said remote data center via said first communication interface;

program code for establishing, responsive to said customer specific information, said secure virtual connection with said remote data center, the infrastructure management appliance being connectable to a customer network, the remote data center being connected to a public network, the customer network being connectable to the public network, wherein the program code for establishing a secure virtual connection is operable to establish the secure virtual connection with the remote data center over the public network via said second communication interface;

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program code for monitoring at least one customer resource, the customer resource being connected to the customer network, wherein the program code for monitoring at least one customer resource is operable to monitor the customer resource over the customer network; and

program code for transmitting information obtained through said monitoring of said customer resource to said remote data center via said secure virtual connection.

14. (original) The infrastructure management appliance of claim 13, wherein said program code for establishing said secure virtual connection with said remote data center comprises program code for establishing a virtual private network with said remote data center.

15. (canceled)

16. (canceled)

17. (previously presented) The infrastructure management appliance of claim 13, wherein said program code for monitoring

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said at least one customer resource monitors said at least one customer resource over said second communication interface.

18.   (previously   presented)   The   infrastructure   management appliance of claim 13, wherein said program code for obtaining said customer specific information obtains said customer specific information over said first communication interface, and wherein said first communication interface provides dial up access over a serial line to said remote data center.

19.   (previously   presented)   The   infrastructure   management appliance of claim 13, wherein said program code for obtaining said customer specific information further comprises program code for obtaining a network address of said infrastructure management appliance from said remote data center.

20.   (original) The infrastructure management appliance of claim 19, wherein said program code for obtaining said network address of said infrastructure management appliance comprises program code for obtaining an Internet Protocol (IP) address from said remote data center.

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21. (previously presented) The infrastructure management appliance of claim 13, wherein said program code for monitoring of said at least one customer resource comprises program code for periodically polling a server system to determine whether said server system is in an operational state.

22. (previously presented) The infrastructure management appliance of claim 13, wherein said program code for monitoring said at least one customer resource comprises program code for generating a synthetic transaction with respect to at least one customer application, and program code for storing a result obtained from said customer application in response to said synthetic transaction.

23. (currently amended) The infrastructure management appliance of claim ~~16~~13, further comprising:

program code for discovering at least one customer operational environment attribute; and

program code for configuring said first communication interface in response to said at least one customer operational environment attribute.

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24.   (original) The infrastructure management appliance of claim

23, wherein said at least one customer operational environment

attribute comprises a dial-out prefix.

25.   (previously presented) A distributed system for performing

network monitoring, comprising:

a public network;

a remote data center connected to said public network;

a customer network connectable to said public network;

an infrastructure management appliance connected to said

customer network, said infrastructure management appliance having

a first communication interface and a second communication

interface;

means for obtaining, by said infrastructure management

appliance, customer specific information for establishing a secure

virtual connection with a remote data center, said customer

specific information being obtained from said remote data center

via said first communication interface to said infrastructure

management appliance;

means for establishing, by said infrastructure management

appliance, said secure virtual connection with the remote data

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center over the public network via said second communication interface to said infrastructure management appliance,

wherein said means for establishing said secure virtual connection with said remote data center is responsive to said customer specific information obtained from said remote data center via said first communication interface to said infrastructure management appliance;

means for monitoring, by said infrastructure management appliance, at least one customer resource, said at least one customer resource being connected to the customer network, wherein said means for monitoring the at least one customer resource is operable to monitor the customer resource over the customer network; and

means for transmitting information obtained through said monitoring of said customer resource to said remote data center via said secure virtual connection.

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